



Technical Client Services Manager (f/m), Munich

As a (Junior) Technical Client Services Manager at wywy, you'll use your technical skills to work with the Customer Support Team to deliver an exceptional service level. Your day job involves assisting clients with onboarding of technical integrations, setting up monitoring of new services, and preparing data for analysis.

You'll improve the efficiency of our support and sales teams, while at the same time delighting our customers and agency partners by helping them reach their goals. Internal stakeholders rely on you to deliver support on time sensitive tasks and a technical understanding of products vital to the success of high profile client campaigns.

Who We Are

wywy is a young marketing technology company, based in the center of Munich with offices in New York and London. We develop and operate cross-media advertising analytics solutions that enable advertisers to deliver and monitor campaigns across both television and "second screen" devices.

Responsibilities

- Work within the support team reactively on technical requests and integrations.
- Advise customer support colleagues on implementation of data collection and processing.
- Work with the development team to troubleshoot and improve monitoring services
- On board new clients with regard to technical product integrations

Minimum qualifications

- Experience working with Unix based servers and shell scripting.
- Experience using database query language (e.g., SQL).
- Experience in JavaScript
- Distinctive problem solving and analysis skills, combined with strong business judgment and communication skills.
- Eligible to work in the European Union.

Preferred qualifications

- Experience developing web applications and HTML, JavaScript, CSS, etc.
- Knowledge of web analytics tools and data collection (e.g. Adobe Analytics, Google Analytics)
- Knowledge of tag management and content delivery solutions (e.g. Ensignten, GTM)

Interested?

Please send your resume via e-mail to stefan.modl@wywy.com